

POLICY AND PROCEDURE INFORMATION

The Bureau of Health Facility Licensing, Certification and Resident Assessment has prepared this document to assist you with the preparation and submission of your Policy and Procedure Manual.

We strongly encourage you to attend New Provider Orientation.

This two-hour orientation explains the licensing process and will save you a lot of time.

Please call 801-538-6158 or toll free 1-800-662-4157 to reserve a place.

All health facilities must submit a copy of their Policy and Procedure Manual for approval.

You may deliver or mail a *printed copy* of your policy and procedure manual to the Bureau. You must include a cross-reference from the applicable licensing rules for your facility to your policies and procedures. A licensor will review your manual within 45 days of receipt. You will be notified if additions or corrections are needed. You will receive a letter when your manual is approved by Health Facility Licensing. Manuals that need to be reviewed for Medicare/Medicaid compliance are forwarded to Certification for further review.

Here is information in response to questions frequently asked about manuals:

1. Why is a cross-reference needed?

The Bureau reviewers want to approve your manual as soon as possible. Without a cross-reference, it could take hours, to find the policies and procedures that correspond to the rules. The cross-walk allows reviewers to quickly see that you understand each rule and have a written policy and procedure that explains how your facility meets the rule.

3. How do I know which rules apply to my facility?

Go to the Bureau web-site: <http://health.utah.gov/hflcra/>

Select Forms from the menu bar. Select Applicable Rules by Facility Type.

4. How do I find the Licensing Rules for my facility?

Go to the Bureau web-site: <http://health.utah.gov/hflcra/>

Select Rules from the menu bar. Scroll down the rules until you find the rule numbers that you need.

For example, R432-35 is the rule for Background Screening.

5. What kind of cross-walk is acceptable if I am writing my own manual?

If you are writing your own manual, the easiest way to create a cross-walk (and manual) is to "save as" each applicable rule as your own document. You may type in your facility response, in your choice of font/style/or bold type, after each individual rule. The information that you type becomes your policy and procedure. Use complete sentences. Use details and explain the "who," "what," "where," "when" and "how" your facility meets the rule. Use the name of your facility in your policies and procedures. The result will be an operational manual that clearly demonstrates your compliance with the rules.

Example: UT Admin Code R432-270. Assisted Living Facilities.

R432-270-7. Administrator Duties.

(1)(a) The administrator must be on the premises a sufficient number of hours in the business day and at other times as necessary to manage and administer the facility.

The Administrator of ABC Assisted Living is present at the facility from 8 AM to 5 PM Monday through Friday. The Administrator, or the Administrator's designee, the Director of Nursing, is available by cell phone 24 hours a day, 7 days a week and is present at ABC Assisted Living, as needed.

6. What kind of cross-walk is acceptable if I have manual that is organized in a different order than the rules? First, print a copy of the applicable rules. Then, write the "identifier" of the corresponding policy in the margin next to each rule. This is a good way to check that you have a policy for each rule.

Example: UT Admin Code R432-700. Home Health Agency Rule.

R432-700-12. Orientation.

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| (2) Orientation shall include but is not limited to: | Orientation Documentation Record | Appendix B-1 |
| (a) The functions of agency employees and the relationships between positions or services; | | II-203 |
| (b) Job descriptions; | | Appendix C |
| (c) Duties for which persons are trained, hold a registration, certificate, or are licensed; | | Appendix C |
| (d) Ethics, confidentiality and patient's rights; | | IV-411 |
| (e) Information about community agencies including emergency medical services; | VII - 708, 711 | |
| (f) Opportunities for continuing education appropriate to the patient population served; | | II-209 |
| (g) Reporting requirements for suspected abuse, neglect or exploitation. | | II-205, IV-412 |

7. Does the Bureau accept purchased generic manuals?

Policy and Procedure Manuals must be specific for each facility. Include your facility name on each page. The contents of each policy and procedure must describe how your facility meets the rule. Your facility is expected to be in compliance with every policy in your manual, so choose carefully the policies you place in your manual.

8. Do I need to have a policy and procedure for "Authority," "Purpose," or "Definitions"?

Please read and be familiar with the above sections. You may start your policies with the "Governing Body" section of the facility rule.

9. Does the administrator have to approve and sign-off on each policy and procedure?

It is acceptable for the Administrator to annually sign a paper placed in the front of the manual, stating that the policies and procedures have been reviewed and are approved with the effective date.

If you have any questions or concerns about your policy and procedure manual, please call the Bureau at 801-538-6158 or toll-free 1-800-662-4157.

Manuals may be delivered or mailed to:

The Bureau of Health Facility Licensing, Certification and Resident Assessment

Physical Address

288 North 1460 West
Salt Lake City, UT 84116

Mailing Address

P.O. Box 144103
Salt Lake City, UT 84114-4103